Background

- Stages of e-government development
- Smart city services
- Smart devices and work
- Jobless growth of big corporation
- Changes in business models

- Tracking back to ‘Knowledge Work’
- Changing nature of work
Starting...

- Smart work forum
- Smart work interest group – SERI
  - Focused on time and place
  - Different from telework?
  - Flextime?
  - Moving agencies into rural areas
  - New administrative capital
- 2012.9 – a seed project in Social Science Korea Program
- 2015.9 – ‘seed to bud’ project(?)
Literature review

- 15 different keywords
- EBSCoHost
- 913 articles
- Variables and constructs
  - Individual
  - Organizational
  - Societal
Career Advance
Communication
Degradation
Compensation
Cost Saving
Work Life Balance
Career Advance
Quality of Life
Job Satisfaction
Psychological Ill-Being
Psychological Well-Being

Accommodation
Motivation
Work Transformation
Communication Enhancement

Individual Characteristics

Work Life Balance
Career Advance

Compensation
Work Life Conflict
Career Deterrence
Communication Degradation

Individual level
Center for (New) Work Science at Yonsei

Studies the design of work, workplace, institution and supporting systems for new ways of working
- Work Design Theory
- New Work Design Questionnaire
- Job Crafting
- Social Informatics

Studies the behavioral aspect of new ways of working
- Organizational Culture
- Organizational Learning
- Leadership Competencies
- Self-Efficacy & Trust
- Knowledge Sharing
- Teamwork
- Work Fragmentation

Studies frameworks and measures for New ways of working
- Readiness Assessment
- Job & Work Characteristics
- Job Classification
- Nature of Knowledge Work
# People

<table>
<thead>
<tr>
<th>Researcher</th>
<th>Affiliations</th>
<th>Discipline</th>
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<tbody>
<tr>
<td>Jungwoo Lee (Center Director)</td>
<td>Graduate School of Information</td>
<td>Information Science</td>
</tr>
<tr>
<td>Kiyong Rhee</td>
<td>College of Humanities &amp; Arts</td>
<td>Philosophy</td>
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<tr>
<td>Myung-Jae Moon</td>
<td>College of Social Sciences</td>
<td>Public Administration</td>
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<td>Hong-Won Seo</td>
<td>College of Liberal Arts</td>
<td>English Literature</td>
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<tr>
<td>Kwanghoon Sohn</td>
<td>College of Engineering</td>
<td>Electronic Engineering</td>
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<tr>
<td>Hak-Bae Lee</td>
<td>College of Business &amp; Economics</td>
<td>Applied Statistics</td>
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<tr>
<td>Kwang-Hee Hahn</td>
<td>College of Liberal Arts</td>
<td>Cognitive Psychology</td>
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<tr>
<td>Eunmi Chang</td>
<td>School of Business</td>
<td>HRM</td>
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<tr>
<td>Jun-Gi Park</td>
<td>LG Innotech</td>
<td>IT Service</td>
</tr>
</tbody>
</table>

- **Student Researchers**
  - **Seyoon Lee** (doctoral candidate in information systems at Yonsei University)
  - **Hyejung Lee** (doctoral candidate in information systems at Yonsei University)
  - **Hanbyeol Kim** (master student at Graduate school of Information, Yonsei University)
## Network

- **CWS** is actively engaging in selective research collaborations with world-leading institutions. By sharing resources, leveraging ideas, and tapping each other’s expertise, we are able to create valuable research agenda and exceptional research performances.

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<tr>
<th>Georgia State University</th>
<th>Hanyang University Business School</th>
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<td><a href="http://biz.sogang.ac.kr/">http://biz.sogang.ac.kr/</a></td>
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</tbody>
</table>
## National Information Society Agency

**Dr. B.S. Guem** (National IT Policy Group, Chair)  
**Dr. J.S. Hwang** (Big Data Strategy Center, Director)  
**Y.T. Cho** (ICT Service Policy Division Senior Researcher, Smartwork Center Department)

[http://eng.nia.or.kr/english/eng_nia.aspz](http://eng.nia.or.kr/english/eng_nia.aspz)

## ICONS (Institute of Convergence Science)

**President Jeong Kap-young** (Director, Yonsei University President)

[http://icons.yonsei.ac.kr/](http://icons.yonsei.ac.kr/)

## Smart work Forum

Ministry of Science, ICT and Future Planning  
Ministry of Security and Public Administration  
Yonsei Univ. Korea Univ. Hanyang Univ. ETRI, KT ...

## Smart work Research Institute

[http://blog.naver.com/smartworkri](http://blog.naver.com/smartworkri)

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**Network**

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Network

- **ISRC (Information Systems Research Center at Graduate School of Information, Yonsei Univ.)**
  - Since 2001
  - 55 Alumni/ 6 Ph.D Course Researchers/ 8 Master Course Researchers
  - Research Training Program:
    - Winter/Summer Internship/ Weekly Research Seminar/ Monthly Thesis Seminar
  - Publication Performance:
    - 23 papers on International Journal(SSCI/SCI/SCIE/SCOPUS)/
    - 49 papers on Korean Domestic Journal
  - [http://isrc.yonsei.ac.kr](http://isrc.yonsei.ac.kr)
Network

- **Changing Nature of Work Research Group (Korea Academic Society of Business Administration)**
  - Chair: Jungwoo Lee

- Potential topics areas include (but are not limited to):
  - Virtualization of work
  - Virtual teams
  - New work processes structure
  - Gamefication of work
  - Changing work flows
  - Emerging patterns of work
  - Digital mediation
  - Telecommuting
  - Flexible time
  - Open collaboration and crowd sourcing
  - Computer mediated communications
  - Work Design Theory
  - Institutional Transformation
  - Future of professions
  - Knowledge-intensivity of work and tasks
  - Outcome-based performance assessment
  - Participatory business enterprises
  - Contribution of Users/Consumers
  - Changing leadership patterns
  - Smart technologies
  - Spatial and temporal dimensions of work
  - Changing employee relation
  - Work Fragmentation
  - Smart services
  - Alternative Work Arrangements
  - e-Lancing and Precarious Work
Publications (since 2013)

[Work Behavior]
Exploring the impact of empowering leadership on knowledge sharing, absorptive capacity and team performance in IT service

Jungwoo Lee, Hyejung Lee, Jun-Gi Park

[Work Informatics]
Developing and validating a citizen-centric typology for smart city services

*Government Information Quarterly* (2014)
Jungwoo Lee, Hyejung Lee

[Work Behavior]
A firm's post-adoption behavior: loyalty or switching costs?

Jun-Gi Park, Kijun Park, Jungwoo Lee

[Work Behavior]
Communication effectiveness on IT service relationship quality

Jun-Gi Park, Seyoon Lee, Jungwoo Lee
[Work + Life]

**Effects of team member psychological proximity on teamwork performance**

Myungsuk Cha, Jun-Gi Park, Jungwoo Lee.

[Work Behavior]

**Knowledge sharing in information systems development projects: Explicating the role of dependence and trust**

Jun-Gi Park, Jungwoo Lee

[Work Design]

**Cross-disciplinary knowledge: desperate call from business enterprises in coming smart working era**

Jungwoo Lee

[Work Behavior]

**Roles of Technical and Functional Service Quality, and Cognitive and Affective Trust in IT Service Encounter**

Jun-Gi Park, Hyejung Lee, Junbeom Jang, Jungwoo Lee
<table>
<thead>
<tr>
<th>Research Area</th>
<th>Title</th>
<th>Journal</th>
<th>Authors</th>
</tr>
</thead>
</table>
[Work Informatics]
Exploring the Moderating Effect of Interdependence on Performance and Satisfaction in Virtual Work Environment

*Journal of the Korea Society of IT Services* (2014) 13.2
Hyejung Lee, Jungwoo Lee, Jun-Gi Park, Yoon-Gun Lee

[Work Behavior]
Professionals’ Career Attitude: Q Analysis of Turnover Intentions

Hyejung Lee, Hanbyeol Kim, Jungwoo Lee

[Work Behavior]
A Study on Antecedents of Cognitive and Affective Trust Leading to IT Service Project Performance

Jungin Yoon, Jun-Gi Park, Jungwoo Lee

[Work Behavior]
Explicating Moderating Effects of Conflict in the Psychological Mechanism in IT Service Engagement

Jun-Gi Park, Hyejung Lee, Jungwoo Lee
ICT and the Changing Nature of Work: Work Fragmentation

Seyoon Lee, Jun-Gi Park, Jungwoo Lee

Environment, Marketing and Performance: Social Commerce News Content Analysis

Sun-Ju Kang, Jun-Gi Park, Jungwoo Lee

Cognitive and Affective Trust in IT Consulting Service

Jun-Gi Park, Cheulhyun CHO, Hanbyeol Kim, Jungwoo Lee

Exploring Antecedents of Knowledge Sharing in Team-based Innovation Activities

Jun-Gi Park, Hyejung Lee, Jungwoo Lee
[Work + Life]  
**A Study on the Development of an Assessment Framework for Smart Work Readiness**

Jungwoo Lee, Hyejung Lee, Seyoon Lee

[Work Informatics]  
**Eliciting and Analyzing Requirements for Smart Environment for Future-Oriented Learning and Coaching**

Jungwoo Lee, Hyejung Lee, MinSun Kim

[Work + Life]  
**Developing A Policy Framework for Smartwork: Task, Technology, People, Organization and Management**

Hyejung Lee, Jungwoo Lee
Activities

➢ International Workshop

First International Workshop on the Changing Nature of Work due to ICT, Milano, Italy, December 2013
Activities

- International Conference

  Track on “Transformation of Work with ICT,” Pacific Asia Conference on Information Systems, Chengdu, China, June 2014

Activities

➢ **Research Colloquium**

**Smart Work: Past, Present, and Future**
- Speaker: Professor Jungwoo Lee
- @ Yonsei Univ. (November 2012)

**1st Networking Seminar with Graduate School of Public Administration, Seoul National University**
- Speaker: Professor Sam Y. Lee (Yonsei Univ.), Professor Heon Y. Kwon (Kwangwoon Univ.)
- @ Seoul National Univ. (Nov. 2012)

**Co-innovation: A New Paradigm of Corporate Innovation**
- Speaker: Professor Sang M. Lee (University of Nebraska-Lincoln)
- @ Yonsei Univ. (May 2013)
Activities

Smart Work & Org. Culture
- Speaker: Dr. Byung-ha Lee (ANS Director)
- @ Yonsei Univ. (May 2013)

Challenges and Opportunities for Smart
- Speaker: Won-jong Kim (IBM Asia-pacific Vice-president)
- @ Yonsei Univ. (June 2013)

Changing Frame of Business & Work
- Speaker: Wan-su Yoon (Web-cash CEO)
- @ Yonsei Univ. (November 2013)

Change of Work and Life by ICT
- Speaker: Jungwoo Lee (Yonsei Univ.)
- @ SERI (February 2014)
Activities

2nd Networking Seminar with Graduate School of Public Administration, Seoul National University

- Topic: Changes in Smart era
- Speakers: Professor Jungwoo Lee (Yonsei Univ.), Seyoon Lee (KTOA)
- @ Seoul National Univ. (May 2014)

3rd Networking Seminar with Inha University

- Topic: Changing Nature of Work with ICT
- @ Yonsei Univ. (July 2014)
Funding/Project

- NRF Social Science Korea/ 2012.09 ~ 2015.08, 300,000,000 KW
  『Smart Work and Quality of Life: Transformation of Work - its Meaning and Processes』
- ICONS at Yonsei University/ 2014.03 ~, 3,000,000 KW/year
  ---- proposal ------------------------------------------
- NRF Joint Research Program/ 2014.10 ~ 2016.09, 40,000,000 KW
  『Smart Society and Governance: Developmental Stage Modeling and Validation』
- Yonsei Future-leading Research Initiative - International Collaborative Research Program/ 2014.10 ~, 100,000,000 KW/year

Joint research projects of individual/ group with outstanding researchers outside the country in order to build international research network in emerging area and create world-class research output.